

# ***Background***

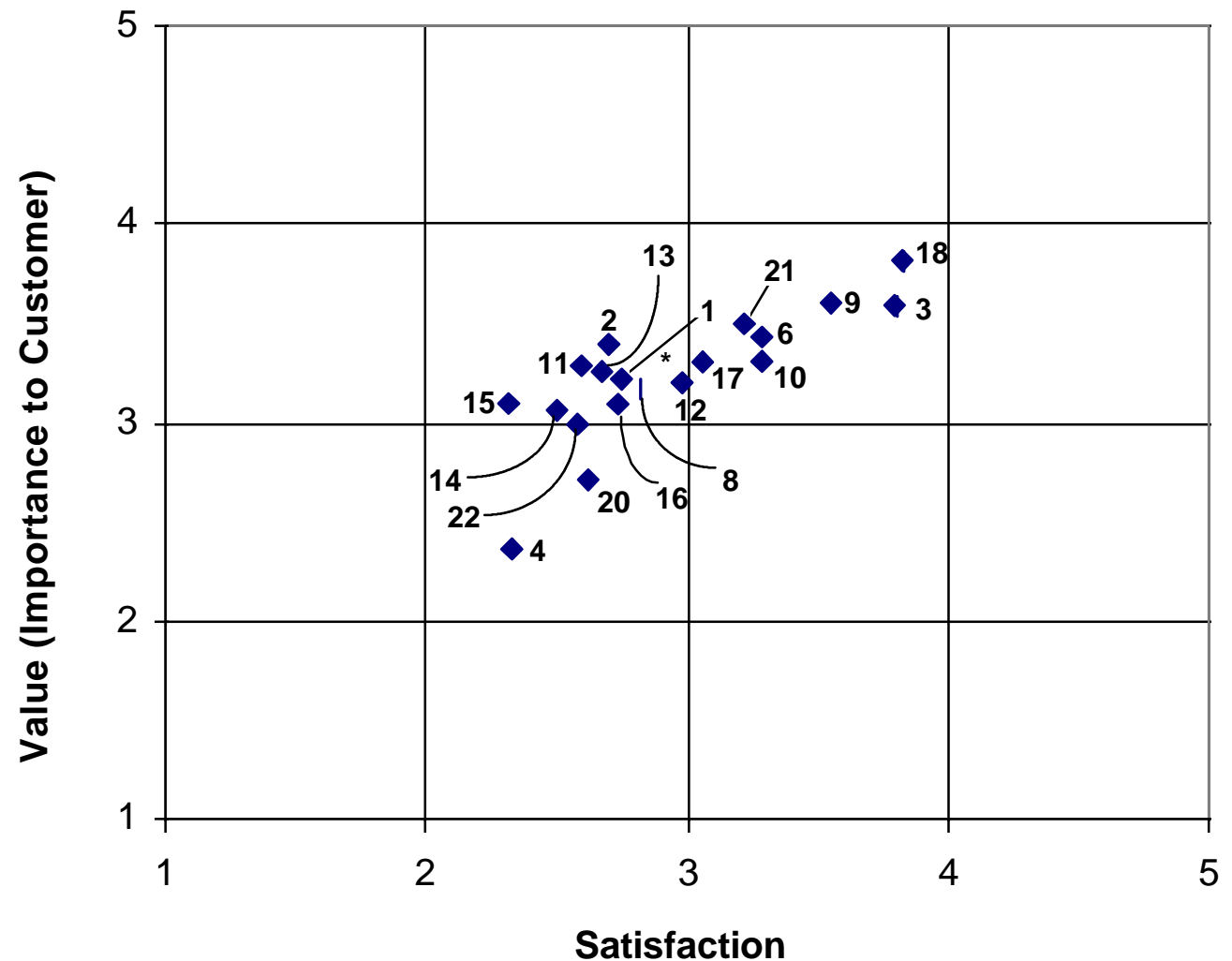
## ■ Laboratory Tactical Goal - Productivity Measurement and Improvement

*Increase Lab productivity by systematically increasing the value of our products and reducing their cost to our customers*

# ***WPP Surveys***

- BUS chose “products” to be surveyed
- Internal LANL personnel were surveyed to determine scores for customer “value” and “satisfaction” with each product
- Survey results are one input into the indirect budget process

BUS Product	
1	Laboratory Financial Statements reflected on FRS and FMIS
2	"Work for Others" Accounting Services
3	Payroll Administration
4	"Time and Effort" system maintenance
6	Travel Services
8	Budgeting/Financial Services
9	Gas Facility Services
10	Laundry Services
11	Materials Management Services
12	Packaging and Transportation Services
13	Purchases of Items/Services (item value less than \$25K)
14	Purchase of Items/Services (item value greater than \$25K)
15	Major Subcontracts
16	Consultant Contracts
17	"Just-in-Time" (JIT) Contracts
18	Purchase Card Purchases
20	Property Management
21	Customs
22	Vehicle Management



Products not rated: Construction/A&E Procurement;  
Accounts Payable; Property Accounting Services;  
Risk Management; Outsource/JCI Recompete

# ***Implications***

*we should ...*

- Understand
  - what our “products” are
  - who we deliver them to (who are the customers?)
  - what drives satisfaction for our customers
- Work to improve customer satisfaction with our products
- Work to reduce the cost of delivering our products

## Comparison:

### *Average of Customer Perceptions*

